

Program A: Administration/Support Services

Program Authorization: R.S. 36:642D(2); R.S. 36:650-651B; R.S. 17:3021 et seq; R.S. 56:797

PROGRAM DESCRIPTION

The mission of the Administration/Support Services Program is to provide direction and administrative support services for the agency and all student financial aid program participants.

The goals of the Administration/Support Services Program are:

1. Effectively and efficiently administer programs and services.
2. Achieve and maintain high standards of customer services.
3. Increase revenues to the operating fund.
4. Maintain statutory and regulatory compliance.

The Administration/Support Services Program includes the following activities:

1. Executive Administration - Executes and enforces all decisions, orders, rules and regulations of the Louisiana Student Financial Assistance Commission (LASFAC) and the Student Tuition Assistance and Revenue Trust Authority (LATTA), and provides personnel management, legal services, policy and planning development, auditing services and technical assistance to the agency.
2. Fiscal and Administrative Services Division - Provides payroll, personnel, accounts receivable and payable, mail services, purchasing and receiving, property control, federal and state reporting, budget control and financial management.
3. Information Technology Division - Provides responsive technical support to agency divisions and the client base.
4. Public Information and Communications Division - Provides information dissemination, marketing, and internal and external program training.
5. School/Lender Services Section-Markets LOSFA programs and services to lenders and postsecondary schools and services their needs; being the primary contact for all postsecondary schools and lender needs and issues.

The Administration/Support Services program provides effective and efficient administration of federal and state authorized financial aid programs including scholarship, grant, tuition savings, and loan programs for students attending post secondary institutions.

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2001-2002. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

1. (KEY) To perform 100% of required audits and reviews to ensure compliance and enforcement of statutes, regulations, and directives.

Strategic Link: *This objective ties to OSFA Strategic Plan Objective IV.1 in the Administration and Support Services Program.*

Louisiana: *Vision 2020 Link:* Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	Number of audits completed ¹	113	67	129	129	92 ²	92
S	Number of reviews completed	Not applicable ³	570	1,185	1,185	600	600
S	Percentage of program participants found to be non-compliant	Not applicable ³	Not provided ⁴	85%	85%	Not provided ⁴	Not provided ⁴
K	Number of repeat audit findings	Not applicable ³	0	0	0	0	0

¹ For FY 1999-2000 , the indicator was formerly reported as the "Total number of audits conducted".

² The actual number of audits completed is not decreasing, however, the estimated number of audits completed are being scaled down to more closely reflect actual audit activities.

³ New indicator added for FY 2000-2001, therefore the indicator has no yearend performance standard for FY 1999-2000.

⁴ This indicator was added for FY 2000-2001. However, the agency wishes to omit the indicator for FY 2001-2002. Despite the fact that the agency designs the audit program to determine compliance and non-compliance. The agency states that the data required to gather this information is not under their control. In addition, the agency states they would have no knowledge of how many participants would be "non-compliant". Further, the agency feels that this data is no reflection on the efficiency of the Audit section.

2. (SUPPORTING) To maintain an Administration/Support Services Program budget, and Scholarships/Grants Administrative budget of less than 5% of the agency's total annual budget.

Strategic Link: *This objective ties to OSFA Strategic Plan Objectives I.1 of both the Administration/Support Services program, and Scholarship/Grants Division Program.*

Louisiana: *Vision 2020 Link:* Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
	Administration/Support services program						
S	Percentage of administrative costs to total agency budget	3.0%	3.46%	3.2%	3.2%	3.9%	3.7%
S	Administration/Support services program expenditures	\$3,591,111	\$3,343,116	\$3,892,068	\$3,892,068	\$5,828,214	\$5,415,794
	Scholarships and Grants						
S	Administrative expenditures scholarships and grants program	\$1,207,613	\$1,825,031	\$1,085,704	\$1,085,704	\$1,227,074	\$1,105,848
S	Percentage of administrative costs to awards funded	1.4%	3%	1.2%	1.2%	1.1%	1.0%

3. (SUPPORTING) To maintain an 85% answer rate on incoming Customer Services phone calls annually.

Strategic Link: *This objective ties to OSFA Strategic Plan Objective 11.1 in the Administration and Support Services Program.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

Explanatory Note: The objective for FY 1999-2000 limited the performance indicators to the 1st quarter of the state fiscal year, OSFA's peak period. OSFA will now continue to report the number of calls and percentage answered for the entire state fiscal year.

L E V E L		PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
	PERFORMANCE INDICATOR NAME						
S	Percentage of calls answered	85.0%	64.85% ¹	84.6%	84.6%	85.0%	85.0%
S	Number of calls received	86,638	58,017 ¹	162,000	162,000	92,000	92,000

¹ Although, this was an objective for FY 1999-2000, the actual yearend figure reported in LaPAS were collected during the peak period of 7/1/1999 through 9/30/1999. For the entire FY 1999-2000, OSFA Customer Service received 122,650 phone calls, answering 78.6% of the calls. All other indicators reported here represent the entire fiscal year.

RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1999 - 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$852,382	\$682,054	\$682,054	\$694,047	\$931,990	\$249,936
STATE GENERAL FUND BY:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-gen. Revenues	6,100	21,450	21,450	21,450	21,450	0
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	2,484,634	3,265,603	3,265,603	3,340,460	4,462,354	1,196,751
TOTAL MEANS OF FINANCING	\$3,343,116	\$3,969,107	\$3,969,107	\$4,055,957	\$5,415,794	\$1,446,687
EXPENDITURES & REQUEST:						
Salaries	\$1,949,161	\$2,332,722	\$2,332,722	\$2,290,850	\$2,545,666	\$212,944
Other Compensation	70,386	85,285	85,285	85,285	85,285	0
Related Benefits	312,793	443,301	443,301	441,408	488,345	45,044
Total Operating Expenses	643,132	619,990	619,990	665,924	1,063,920	443,930
Professional Services	5,350	11,628	11,628	11,861	11,628	0
Total Other Charges	249,530	326,431	326,431	335,329	390,150	63,719
Total Acq. & Major Repairs	112,764	149,750	149,750	225,300	830,800	681,050
TOTAL EXPENDITURES AND REQUEST	\$3,343,116	\$3,969,107	\$3,969,107	\$4,055,957	\$5,415,794	\$1,446,687
AUTHORIZED FULL-TIME EQUIVALENTS: Classified	58	63	63	64	72	9
Unclassified	2	3	3	3	3	0
TOTAL	60	66	66	67	75	9

SOURCE OF FUNDING

This program is funded with State General Fund, Fees and Self-generated Revenues, and Federal Funds. The Fees and Self-generated Revenues are derived from seminar registration fees used to defray administrative costs of conducting informational seminars for clients. The Federal Funds are from: (1) the Guaranteed Student Loan (GSL) program's administrative costs allowance, which authorizes payments to the guaranty agency for the purpose of administrative costs related to the Federal Family Education Loan Program (FFELP); (2) the collection cost allowance, which allows the agency to retain up to 27% of collections on defaulted student loans to be used for the administrative cost of collections, preclaims assistance, and monitoring the enrollment and repayment status of students; and (3) the guarantee fee, which provides for the collection of a single insurance premium equal to not more than 1% of the principal amount of the loan, to be used to cover costs incurred by the guaranty agency in the administration of its loan guarantee program.

ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$682,054	\$3,969,107	66	ACT 11 FISCAL YEAR 2000-2001
			BA-7 TRANSACTIONS:
\$0	\$0	0	None
\$682,054	\$3,969,107	66	EXISTING OPERATING BUDGET – December 15, 2000
\$723	\$12,043	0	Annualization of FY 2000-2001 Classified State Employees Merit Increase
\$823	\$13,724	0	Annualization of FY 2000-2001 Unclassified State Employees Merit Increase
\$1,887	\$31,452	0	Classified State Employees Merit Increases for FY 2001-2002
\$353	\$5,878	0	Unclassified State Employees Merit Increases for FY 2001-2002
\$460	\$4,730	0	Risk Management Adjustment
\$5,455	\$219,000	0	Acquisitions & Major Repairs
(\$1,200)	(\$149,750)	0	Non-Recurring Acquisitions & Major Repairs
\$2,011	\$2,011	0	Legislative Auditor Fees
\$1,202	\$24,046	0	Rent in State-Owned Buildings
\$1,145	\$1,145	0	UPS Fees
(\$5,072)	(\$101,447)	0	Salary Base Adjustment
(\$2,604)	(\$52,078)	0	Attrition Adjustment
(\$4)	(\$25)	0	Civil Service Fees
\$158	\$3,942	0	State Treasury Fees
(\$12,795)	(\$12,795)	0	Reduction to line items to reflect prior year expenditures
\$0	\$64,488	2	Workload - Clerk positions to assist with increased legal hearings
\$0	\$74,138	1	Workload - Attorney position for increased legal hearings
\$0	\$158,708	0	Other Adjustment - Upgrade printer
\$0	\$845,723	0	Other Adjustment - Upgrade Software
\$0	\$44,360	1	Technical Adjustment - Transfer in of positions and funding from Loan Operations Program
\$204,048	\$204,048	5	Technical Adjustment - Transfer in of positions and funding from Scholarships & Grants Program
\$53,346	\$53,346	0	Increase payment to the Division of Administrative Law
\$931,990	\$5,415,794	75	TOTAL RECOMMENDED
\$0	\$0	0	LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS
\$931,990	\$5,415,794	75	BASE EXECUTIVE BUDGET FISCAL YEAR 2001-2002
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None

\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE
\$931,990	\$5,415,794	75	GRAND TOTAL RECOMMENDED

The total means of financing for this program is recommended at 136.4% of the existing operating budget. It represents 92.9% of the total request (\$5,828,214) for this program. Additional federal funds to upgrade software and printers represents a majority of the increase in this program. Minor increases provided for workload adjustments budgeting increased federal funds and three positions to address an increase of legal hearings. Technical adjustments transfer in positions and funding from Scholarships & Grants and Loan Operations Programs. The remaining adjustments are statewide adjustments.

PROFESSIONAL SERVICES

\$3,000	Out-of-state legal services
\$5,000	Facilitator for strategic planning
\$3,628	Guest speakers
\$11,628	TOTAL PROFESSIONAL SERVICES

OTHER CHARGES

\$28,254	Legislative Auditor (audit costs)
\$28,254	SUB-TOTAL OTHER CHARGES

Interagency Transfers:

\$3,663	Division of Administration - Comprehensive Public Training Program
\$4,907	Division of Administration - Uniform Payroll System
\$7,702	Division of Administration - State Register
\$15,224	Department of Civil Service - Civil Service Fees
\$27,296	Louisiana Educational Television Authority - Training Videos
\$249,758	Division of Administration - Rent in state-owned buildings
\$53,346	Division of Administrative Law
\$361,896	SUB-TOTAL INTERAGENCY TRANSFERS
\$390,150	TOTAL OTHER CHARGES

ACQUISITIONS AND MAJOR REPAIRS

\$500	1 Printer
\$2,000	Legal software
\$6,300	Office furniture
\$60,000	3 Server computers
\$162,000	54 Personal computers - 52 are replacement equipment
\$600,000	Oracle software upgrade
\$830,800	TOTAL ACQUISITIONS AND MAJOR REPAIRS